

Auditoria® + Workday AR Helpdesk

SPEED-UP RESPONSE TIME • REDUCE RESOURCE REQUIREMENTS IMPROVE CUSTOMER SATISFACTION

Auditoria's AR Helpdesk integrates with Workday Financial Management data to increase speed, accuracy, and efficiency in the finance back office using generative AI-enabled SmartBots to automate redundant and manual monitoring of the shared AR email box. Data gathered from interactions is captured with reporting that allows analysis and insights to derive greater cash position visibility.



CONTINUOUS EMAIL MONITORING

- SmartBots classify emails in the AR inbox, organizing by type and call to action to reduce clutter, streamline responses, and capture next steps for the AR team.
- Using generative AI models, SmartBots respond conversationally within minutes to inbox requests, acknowledging receipt, capturing promise to pay, recognizing invalid emails, and responding with appropriate action.
- SmartBots set alerts for the AR team to address escalated situations on a case-by-case basis, recovering hundreds of hours previously spent sifting through emails.



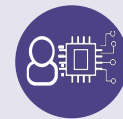
INBOX BUSINESS INTELLIGENCE AND REPORTING

- Summary email extraction insights such as intent detection, replies, and tasks are displayed and exportable for team and SmartBot performance reporting.
- Leadership analyzes insights quickly to make metric-lead decisions to improve processes, identify anomalies, and reduce operational expenses.
- Teams gather business intelligence on email senders, whether known contacts or unauthorized entities in the system to validate and help mitigate fraud.



ACTIVITY AND VENDOR CONSOLE

- All activity, both human and automated, is captured in the console, eliminating the need to login into shared email boxes.
- Acting as a single interface for customer detail, data is aggregated from disparate systems to improve efficiency and reduce cognitive load.
- AR teams login with roles-based data access and manipulate filtered views to analyze data for greater insights.
- Users navigate intuitively to customer consolidated record details or payment related data such as records, invoices, and payments.



HUMAN-IN-THE-LOOP COLLABORATIVE MODE

- Human in the Loop (HITL) functionality gives users the power to review and modify SmartBot actions, fine-tuning how the AI SmartBots process data and communicate with stakeholders.
- Collaborative Mode builds trust with hands-on engagement with the AI's decision-making process to improve the handling and recovery of exceptions.
- With established confidence and deepened trust, users switch to autonomous mode for AI to control workflows without human intervention.

WHAT'S SO "SMART" ABOUT AUDITORIA?

Auditoria® SmartBots are discrete, pre-packaged, purpose-built accounting applications that perform a wide range of critical finance office functions, automatically. SmartBots act as "junior accountants" that engage with Workday and other systems of record, shared inboxes, and key stakeholders. SmartBots capture actions and hand-off to humans using workflows to escalate when intervention is needed. Purpose-built for finance, SmartBots offer full-featured inquiry response and fulfillment for inquiries coming into the shared AR inbox.

HOW IT WORKS

FINANCE LANGUAGE UNDERSTANDING

- SmartBots process email content and understand finance-specific intent to email authorized vendors securely and protect sensitive payment information.
- SmartBots use generative AI, accelerated with English language, finance terminology-driven configuration, and intent detection trained in finance processes for quick adoption and enhanced execution.

HIGHLY FLEXIBLE AND SCALABLE

- SmartBots handle large volumes and process requests efficiently and rapidly to help mitigate fluctuations in operational expenses and minimize negative financial impact.
- SmartBots scale to handle spikes in incoming messages that previously meant increased response times, longer wait times, and slower time to resolution.
- SmartBots replace human attrition due to overwhelming backlog, cognitive overload, high stress, or extra work that negatively impacts team morale.

LIGHTNING RESPONSE SPEED

- SmartBots respond within minutes to inbox requests, reviewing hundreds, even thousands of emails to help organizations meet Service Level Agreements (SLAs), quickly and efficiently.
- SmartBots are available 24 hours a day, seven days a week, providing vendors with timely follow-up to improve serviceability and satisfaction.

HOW WE HELP



GENERATIVE ARTIFICIAL INTELLIGENCE

Purpose-built for finance with NLP, AI and ML, SmartBots act as a system of engagement. Adoption and execution are accelerated with English language, business terminology configuration, and intent detection for finance processes. Next-generation generative AI and machine learning built technology delivers 70% workload reduction for AR teams.



RAPID TIME TO VALUE

See value quickly through API-certified and enterprise integrations, with minimal IT dependence, thanks to pre-built programming and best-in-class protocols, giving finance teams the ability to move at lightning speed.



SECURITY AND PEACE OF MIND

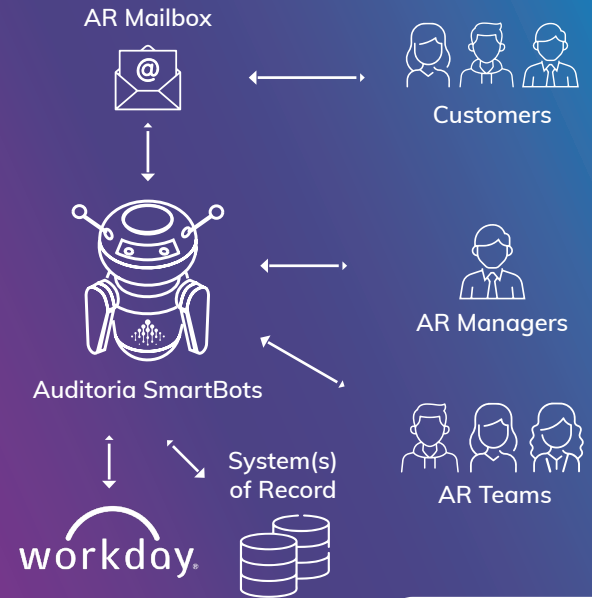
Remove the stress and friction in the finance function with a state-of-the-art secure and reliable system of unparalleled financial precision that captures an audit trail and history of activities in the system for improved compliance and reliability.



TRUST AND EXPLAINABILITY WITH AI POWER

Collaborative mode brings increased accuracy in responses, higher productivity, and stronger trust in automation. By allowing human oversight, the system minimizes risks associated with potential errors or omissions. This synergy between human insight and AI capability marks a significant advancement in streamlining finance office operations.

Auditoria's SmartBots provide a system of engagement, utilizing the dedicated inboxes and systems of record to automate accounting functions and improve cash performance.



[Request A Demo](#)



About Auditoria

Auditoria is an AI-driven SaaS automation provider for corporate finance that automates back-office business in Vendor Management, Accounts Payable, Accounts Receivable, and Planning to accelerate cash performance. By leveraging natural language processing, artificial intelligence, and machine learning, Auditoria removes friction and repetition from mundane tasks while automating complex functions, and providing real-time visibility into cash performance. Corporate finance and accounting teams at leading companies including RingCentral, Dell Secureworks, Freshworks, LiveRamp, and more use Auditoria to accelerate business value while minimizing heavy IT involvement, improving business resilience, lowering attrition, and accelerating business insights. Give your finance teams superpowers at [Auditoria.AI](#). Follow Auditoria on [LinkedIn](#) and [Twitter](#) to stay connected.